

Freedom of Information 2017

Freedom of Information Act 1989

The *ACT Freedom of Information Act 1989* (the Act) provides a legally enforceable right of access by the public to documents in the possession of the ACT Government, subject to exemptions that protect the legitimate interest of the ACT Government and of the third parties who deal with the ACT Government or as prohibited by other legislation. The Act requires information about the operations of ACT agencies to be made publicly available, particularly rules and practices affecting citizens in their dealings with those agencies.

Section 7

Section 7 of the Act requires the Minister responsible for an agency to prepare and publish a statement about the particular functions of the agency as well as certain categories of documents held by each agency and the arrangements for public participation in the formulation of policy and operations.

Organisation Functions

The Community Services Directorate has responsibility for a wide range of human services functions in the ACT, including: multicultural, Aboriginal and Torres Strait Islander, women, older people, public and community housing services and policy, homelessness and community services, children and young people, family support services and policy, disability services and policy, therapy services, Child and Family Centres, Social inclusion and Equity.

Public Participation in Decision-Making

Arrangements for public participation in decision-making include public submissions to inquiries, discussion at public meetings, consultative committees for specific purposes, access to records through Freedom of Information (FOI) requests, comments on draft documents, involvement in tenant participation groups, comments on Bills before the ACT Legislative Assembly and contact with the relevant Minister. Members of the public can also make representation to the agency through its consumer advocacy services.

Categories of Documents

The Directorate holds several basic categories of documents:

- those that are freely available on request and without charge or published on the Directorate's website
- those available for sale including those that are part of a public register
- those that are exempt under the *Freedom of Information Act 1989* or other legislation and
- all other kinds of documents that may be available under the *Freedom of Information Act 1989*.

Documents Available on Request and Without Charge

Documents within this category include publications produced by the Directorate on aspects of its activities.

These are distributed from public counters and libraries throughout the Territory and may be available on the ACT Government's Internet Home Page (<http://www.act.gov.au>), the Directorate's website (<http://www.communityservices.act.gov.au>) or on the ACT Procurement Solutions website (<http://www.procurement.act.gov.au>), which lists contracts entered into by the ACT Government.

Other kinds of documents that may be made available under the FOI Act include:

- details of contracts
- diaries, rosters and work sheets
- financial and accounting records
- general Directorate files including internal documents, minutes of meetings of management and other committees, agendas and background papers, policy statements, financial and staffing budgets
- information relating to clients of the Directorate
- leases and deeds of agreement
- photographs, videos and films
- program and policy files
- records held on a variety of media, computer or paper in connection with specialised divisional functions and
- records of government including the machinery of government.

Facilities for Access

Those seeking information are encouraged to seek access by contacting the Directorate before applying under the more formal FOI procedure. It may be possible to access information, which is not of a personal nature, more quickly and efficiently through such an approach.

FOI requests for all areas of the Directorate should be directed to:

Organisational Governance
Community Services Directorate
GPO Box 158
CANBERRA ACT 2601
Telephone: 6207 6547
Email: CSD.FOI@act.gov.au

Housing FOI Coordinator
Housing ACT
Locked Bag 3000
BELCONNEN ACT 2616
Telephone 6207 4549
Email: housing.customerservice@act.gov.au

The physical location is

Organisational Governance
Level 4
11 Moore Street
CANBERRA CITY

Housing ACT
Nature Conservation House
Corner Benjamin Way and Emu Bank
BELCONNEN ACT 2617

These physical addresses are within close proximity of public transport and are accessible by people with mobility restrictions.

Access to information can also be provided in a variety of means to meet the needs of individuals, for instance translating and interpreting service, TTY typewriter service and large print or audio.

Freedom of Information Act 1989 - Section 8

The Directorate makes available a Section 8 Statement: the Statement is an index of documents provided by the Directorate for the purpose of making a decision or recommendation under an enactment or scheme. The Statement is based on the Administrative Arrangements in force as at 30 June 2017. The Statement is available from the Directorate's Freedom of Information unit can be found on the Directorate's website at <http://www.csd.act.gov.au>

All legislation or subordinate law that is the Community Services Directorate's responsibility can be viewed on the ACT Legislation Register at <http://www.legislation.act.gov.au/>

Coordinator-General for Family Safety

- Family Safety Hub – Insights Report – Published July 2017

Housing and Community Services

- ACT Capital Framework
- Business Rules
- Community Services Directorate Complaint Handling and Management Platform (CHAMP) – Issued November 2013
- Domestic and Family Violence Policy Manual 2015
- Directors Instructions
- Housing Assistance Operational Guidelines - Fact sheets on assistance available and procedures on various aspects of Housing ACT's activities and responsibilities
- Housing Needs Categories Determination
- Income and Asset Determinations
- Modernising Tenancy Services framework
- National Affordable Housing Agreement (NAHA)
- National Partnership Agreement on Homelessness
- Policies on various aspects of Housing ACT's business
- Public Housing Asset Management Strategy

Information for tenants

- About Appeals
- About Mutual Exchanges
- About Review of Decisions
- Complaints Handling and Management Platform (CHAMP)

- Customer Service Charter Commitment
- Procedures for Buying your Public Housing Property
- Rent Payment Options
- Repairs and maintenance information
- Shared Equity Information
- Tenancy Sign-up Kit
- Periodic Tenant Newsletters.

Information for new applicants

- About Housing Assistance
- About Review of Decisions
- Application kit
- Eligibility for Early Allocation
- Eligibility for Public Housing
- Eligibility for Rental Bond Loan Assistance
- How to Apply for Public Housing
- Information on the Affordable Rental Scheme
- Information on Community Housing providers
- Information on the Social Housing Register

Social Housing and Homelessness Services

- ACT Homelessness Charter – A Statement of Rights
- Breaking the Cycle – The ACT Homelessness Strategy
- Evaluation of Reforms to the ACT Specialist Homelessness Service System
- National Affordable Housing Agreement (NAHA)
- National Partnership Agreement on Homelessness (NPAH)
- NPAH – ACT Project Plan

Strategic Policy Division

Policy and Performance

- Adoptions Taskforce Consultation Paper
- Charter of Rights for Young People in Bimberi Youth Justice Centre
- Community Services Directorate Business Plan 2016-17
- Data Release Policy
- Final Report: Review of the Domestic Adoption Process in the ACT
- Government Response to the Review of the Domestic Adoption Process in the ACT
- Cross-Directorate Domestic Adoptions Taskforce Terms of Reference
- Request for Reportable Conduct Information form
- Strategic Policy and Reform Committee Terms of Reference
- *Working With Vulnerable People Background Checking Act* Legislative Review

Office for Aboriginal and Torres Strait Islander Affairs

- Aboriginal and Torres Strait Islander Cultural Centre Guide Lines and Hire Agreement
- Aboriginal and Torres Strait Islander Elected Body Reports to Government
- Aboriginal and Torres Strait Islander Elected Body Report on the Outcomes of the ATSIEB Hearings 2011

- Aboriginal and Torres Strait Islander Register for Participation on ACT Government Boards and Committees
- ACT Aboriginal and Torres Strait Islander Agreement 2015-2018
- ACT Aboriginal and Torres Strait Islander Grants Program Guidelines and Application Form
- ACT Closing the Gap Report 2015 Progress Outcomes
- ACT Overarching Bilateral Indigenous Plan
- ACT Public Service Employment Strategy for Aboriginal and Torres Strait Islander People
- Community Services Directorate Reconciliation Action Plan 2014-17
- Fact Sheet: Promoting Significant Aboriginal and Torres Strait Islander Cultural Events
- Government response to the review of the Aboriginal and Torres Strait Islander Act
- Our Kin, Our Country Report
- Our Mob and Care and Protection
- Protocols for Working with Aboriginal and Torres Strait Islander Peoples – ACT Aboriginal and Torres Strait Islander Elected Body
- Reconciliation Day Public Holiday Outcomes Report
- Welcome to Country Protocols

Chief Information Officer

- Nil

Children, Youth and Families

- *A Step Up for Our Kids – One Step Can Make a Lifetime of Difference* (Out of Home Care Strategy 2015-2020)
- *A Step Up for Our Kids* – Information Resources and Factsheets
- *A Step Up for Our Kids* – ACT Carer Roundtables ‘Questions and Answers’
- ACT Charter of Rights for Children and Young People in Out of Home Care
- Adoption Information brochures
- Adoptions Information sheets
- Blueprint for Youth Justice in the ACT 2012-2022
- Blueprint for Youth Justice in the ACT 2012–2022 Annual Progress Report 2013
- Blueprint for Youth Justice in the ACT 2012–2022 Annual Progress Report 2014
- Blueprint for Youth Justice Taskforce Terms of Reference
- Bimberi Handbook – A Young Person’s Guide to Bimberi Youth Justice Centre
- Bimberi information pamphlet for families and visitors
- Carer Connection Newsletter
- Child and Youth Protection Services Fact Sheets
- Child and Youth Protection Services Policy and Procedures
- Complaints Policy
- Declared Care Team Fact Sheet
- Foster Carers and Kinship Carers Guide: A resource for carers in the ACT
- Good Practice for Placement Planning
- Information for young people about the youth justice system - pamphlets
- Information Sharing Forms and Fact Sheets

- Keeping children and young people safe, a shared community responsibility: A guide to reporting child abuse and neglect in the ACT
- Mandatory Reporting—keeping children safe, a shared responsibility: reporting child abuse
- Melaleuca Place Fact Sheets
- Public Interest Disclosure Procedures and Guidelines
- Out of Home Care Strategy: Carer Discussion Paper
- Out of Home Care Strategy: Child Profiling paper
- Out of Home Care Strategy: Discussion Paper
- Out of Home Care Strategy: Information Paper and Fact Sheets
- Out of Home Care Strategy: Issues Paper
- Review of Child Protection System Reports
- The ACT Government Response to The Report of the Public Advocate of the ACT Review of the Emergency Response Strategy for Children in Crisis in the ACT
- What happens when a Care and Protection worker visits you? Information for parents or carers
- Working Together for Kids - Information for Parents and Families who become involved with Care and Protection Services

Child Development and Family Programs Branch

- 2015 Australian Early Development Index – Results for the ACT
- A Picture of ACT Children and Young People – 2016
- Child and Family Centres: A Guide to our Programs and Services
- On My First Day
- Parentlink Brochures
- Parentlink Parent Guides
- The ACT Children and Young People’s Commitment 2015-2025

Child Development Service

- Service Availability and Prioritisation
- Service Delivery Models

Inclusion and Participation Division

Multicultural Affairs, Youth Affairs and Community Recovery

- ACT Language Policy
- Multicultural Advisory Council
- ACT Participation (Multicultural) Grants Program Guidelines and Application Form
- ACT Participation (Digital Communities) Grants Program Guidelines and Application Form
- ACT Participation (Community Support and Infrastructure) Grants Program and Application Form
- ACT Multicultural Framework 2015-2020
- National Multicultural Festival Participation Policy
- National Multicultural Festival Registration Form
- Overseas Qualifications Assessment Policy, Guidelines, Process and Application Form
- Overseas Qualification Assessment Fact Sheet

- Work Experience and Support Program Application Form

Community Recovery & Emergency Planning

- ACT Community Recovery Sub-Plan
- Various information guides covering aspects of preventing and dealing with the impacts of disasters

Youth Affairs

- Youth InterACT Grants
- Youth InterACT Scholarships
- Youth Advisory Council

Office for Women

- ACT Women's Plan 2016-26; and the First Action Plan 2017-19
- ACT Prevention of Violence Against Women And Children Strategy 2011-2017 – Our Responsibility: Ending Violence Against Women And Children; and the Second Implementation Plan 2015-17
- Ministerial Advisory Council on Women
- ACT Women's Register and ACT Diversity Register (under development)
- Cabinet appointment consultation form for gender diversity, culturally and linguistically diverse backgrounds and disability
- Women's Information Service
- Women's Safety Audits, including checklist, factsheet and example survey questions
- ACT Participation (Women's) Grants
- ACT Women's Safety Grants
- ACT Women's Return to Work Grants Program
- Audrey Fagan Young Women's Enrichment Grants Program
- Audrey Fagan Leadership Program

Office for Seniors and Veterans

- ACT Active Ageing Framework 2015-18 Action Plan
- ACT Elder Abuse Prevention Program Policy 2012
- Ministerial Advisory Council for Ageing
- Veterans Advisory Council
- Ministerial Advisory Council on Ageing Report on Implementation of the ACT Strategic Plan for Positive Ageing
- ACT Participation (Veterans and Seniors) Grants Program Guidelines

Office for Disability

- ACT Companion Card Program
- Bilateral Agreement for NDIS Launch between the Commonwealth and the Australian Capital Territory
- Contracts with Non-Government Organisations for Service Provision
- Office for Disability International Day of Persons with a Disability (I-Day) Grants
- Heads of Agreement between the Commonwealth and the Australian Capital Territory Governments on the National Disability Insurance Scheme

- Intergovernmental Agreement for the National Disability Insurance Scheme (NDIS) Launch, including Schedule E: Bilateral Agreement for NDIS Launch between the Commonwealth and Australian Capital Territory – agreed 7 December 2012
- INVOLVE – Canberra Disability Commitment
- National Carer Strategy 2011 -2014
- National Disability Agreement 2009
- National Disability Services Standards
- National Disability Strategy 2010-2020
- Various policies and procedures relating to Disability ACT clients receiving direct support
 - Disability Reference Group – Terms of Reference and Work Plan
 - Office for Disability - Disability Inclusion Grants

Community Services Industry Relationship & Reform

- ACT Volunteer Statement and fact sheets
- ACT Funding Managers Guide
- Service Funding Agreements and Deeds of Grant with Non- Government organisations
- Audrey Fagan Young Women's Enrichment Grants – ACT Womens Grants
- Community Sector Funding Policy
- Community Sector Portable Long Service Leave
- Community Services Industry Grants Program
- Community Support and Infrastructure Grants guidelines and application form
- Disability Inclusion Grants Guidelines
- I-Day Grants Guidelines
- Joint Community Government Reference Group , Terms of Reference
- OATSIA Cultural Grants Guidelines
- OATSIA Leadership Grants Guidelines
- OATSIA Scholarship Grants Guidelines
- Participation (Digital Communities) Grants Program Guidelines
- Participation (CSIG) Community Support and Infrastructure Grants Guidelines
- Participation (Multicultural) Grants Program Guidelines
- Participation (Veterans & Seniors) Grants Program Guidelines
- Prequalification Application kit for CSD Human Services
- Prequalification for Human Services Assessors Handbook
- Prequalification for Human Services Extract from Assessors Handbook
- Prequalification for Human Services Guidelines and Conditions of Lodgement
- Service Delivery Platform
- Tenant Participation Grants Guidelines
- The Social Compact
- Terms of Reference for all Ministerial Councils

Corporate Services Division

Finance and Budget

- Director-General Instructions

Internal Audit & Risk Management

- Audit and Risk Management Committee Charter
- Internal Audit and Risk Management Charter
- Risk Management Framework
- Business Continuity Framework
- Fraud Corruption Prevention Framework
- Other Governance Policies and Procedures that are developed and owned by CSD and ACT Government (Example: Credit Card, Petty Cash, Integrity and Conflict of Interest Policies.)

Quality, Compliance and Regulation

- Complaints Handling and Management Platform (CHAMP) you mentioned this one
- National Regulatory System for Community Housing (NRSCH)

All enquiries regarding the inspection of these documents should be directed to the Senior Freedom of Information Officer on 6205 0244 or by writing to the Senior Freedom of Information Officer, Community Services Directorate, GPO Box 158, Canberra ACT 2601.